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Nevada's Workforce Investment System

# Annual Report

## July 2003 – June 2004

**Presented by:**

Nevada's Workforce Investment Boards

**Coordinated by:**

Nevada Department of Employment,  
Training and Rehabilitation

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*...proud members in America's Workforce Network*

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**State of Nevada**  
**Workforce Investment System**  
**Annual Report – Program Year 2003**

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## **Preface**

After shedding an average of more than 90,000 jobs per month over a 29-month period, the U.S. economy made a sharp upward turn in the third quarter of 2003. Gross Domestic Product increased at a rapid rate, and the nation embarked on a period of steady job growth. The U.S. economy added more than 1.5 million jobs over the next ten months, representing employment growth of more than 1.1 percent during that ten-month period. The unemployment rate fell from more than 6 percent in the summer of 2003 to 5.6 percent throughout the second quarter of 2004.

How did Nevada compare? The short answer is that Nevada performed as it usually has—much better than the nation as a whole. Nevada's unemployment rate averaged 4.2 percent in the second quarter of 2004. Since the U.S. economy began regaining jobs last year, Nevada increased its employment by 3.6 percent, more than three times the national average. Through the first half of 2004, Nevada produced jobs at a pace that was approximately two percentage points higher than any other state.

As has been the case for many years, approximately 80 percent of the new jobs in Nevada are in the Las Vegas area. The region boasts three of the fastest growing cities in the United States (Henderson, Las Vegas and North Las Vegas), as well as rapid growth in the unincorporated areas of Clark County. Employment figures reflect the growing population, both in their scope and in the industrial mix of jobs that have been created.

The Reno area has often operated in the shadow of Las Vegas. Reno did not share in the gaming industry expansion that drove southern Nevada's growth in the 1990's. During the economic boom in the last decade of the 20<sup>th</sup> century, the job growth rate in the Reno area was about half the rate in southern Nevada.

During the current economic recovery, the gap has closed. From June 2003 to June 2004, the Reno metropolitan area reported job growth of 4.2 percent, which compared favorably with the 4.6 percent job growth in the Las Vegas area. The narrow gap is the result of both the solid economic performance of the Reno economy and the continued absence of significant gaming industry growth in southern Nevada, a situation that is about to dramatically change.

The Casino Hotels and Gaming sector, dominated by the mega resorts (2,000+ rooms) in Clark County, has lagged the state's economy since the decline in tourism that followed the September 11 terrorist attacks. Gaming employment peaked in August 2000 after five destination resorts opened in a 22-month period. Gaming industry employment fell from 222,900 statewide in August 2000 to 201,900 in January 2002. It had recovered only to 207,600 by June 2004. No new mega resorts have opened in the

past four years, although several expansion projects and smaller hotel-casinos have been completed during that time.

However, the no-new-mega-resort streak is about to end. The Wynn Las Vegas resort should open in April 2005. It will employ about 8,000 workers. The Palazzo, a 3,000-room sister property to the Venetian, is scheduled to open in the first quarter of 2007. Other possible mega-resorts are in the planning stages. Employment in the gaming industry should meet or surpass its previous high by the time construction of these resorts is completed.

The construction industry in both the Reno and Las Vegas areas has also provided a phenomenal growth story. Historically, low interest rates have fueled a booming housing market in both of Nevada's major metropolitan areas. Construction employment has grown by more than 10 percent in the past year in both markets. Lyon County, currently part of the Carson City Labor Market Area, has been one of the fastest growing counties in the nation. In each of these areas, literally thousands of acres of additional housing are planned. If interest rates rise at only a modest pace, most of those homes are likely to be built. Construction employment should continue to be a vibrant industry in the state.

With a continually growing population and the construction of homes comes a need for services. Industries such as retail trade, health care, and education (including public schools) will expand to meet the growth. Employment in the retail trade sector increased by 5.5 percent from June 2003 to June 2004 and provided 6,500 new jobs statewide. Health care and social assistance provided 4,000 new jobs during the same period and grew faster than the economy as a whole. The Clark County school district alone hires approximately 1,500 new teachers every year to meet enrollment growth that exceeds 10,000 per year.

There is little evidence to suggest that the rate of population growth will slow substantially in the short run. The resulting challenge is the ability to find and train new workers for the health care and education fields. Nevada already faces the worst nursing shortage in the nation (based on nurse/patient ratios). Several new health facilities planned for the Las Vegas area and hospital expansions under way in the Reno/Carson City area will only exacerbate the problem.

During the current economic recovery, one of the more notable trends has been rapid growth in the employment services industry. The number of temporary workers hired by businesses in Nevada has grown by more than 13 percent in the 12 months that ended in June 2004. The hiring of temporary help is consistent with both the national trend toward outsourcing and the early stages of an economic recovery, when businesses are often reluctant to hire permanent employees when demand for products and services first begins to increase. The last recession ended nearly three years ago, yet the hiring of temporary help remains strong. Typically, many of the temporary jobs become permanent as the recovery matures, but it is uncertain when, or if, that will happen this time. The unprecedented rising health care and other employment costs

are surely a contributing factor to the continuation of the current trend of using temporary workers for extended periods.

The mining industry, the principal economic engine in many of the state's rural counties, continues its slow recovery. The price of gold set a generally downward course from early 1996 to early 2001, and Nevada's metal mining employment followed the same path. By mid-2002, metal mining employment stabilized and has improved slightly since that time. As the price of gold rose from near \$250 per ounce to about \$400 per ounce, mining activity increased. Mining companies sought new sources of gold through exploratory drilling and the expansion of existing mines. In many cases they have been successful. The discovery of new mineral resources will allow continued mining in numerous areas along the state's northern tier of counties, but gold and silver are not renewable resources. The net effect of the discoveries will be several additional years of mining in the rural areas as workers are expected to shift from project to project during this period. Overall, the mining industry is unlikely to produce large numbers of new jobs. However, one significant departure from this trend is likely. The Robinson copper mine near Ely, which has been closed for about five years, is slated to reopen before the end of 2004. It should bring several hundred new jobs to the area.

The demographic mix of Nevada's rapidly growing population and the type of new jobs available will continue to provide a challenge to those in the workforce-training arena. A significant number of immigrants to Nevada are non-English speaking and they are challenged in the workplace by language barriers. This creates opportunities for training providers in areas such as English as a Second Language. The vast majority of new jobs however, are semi-skilled service sector and retail trade jobs that do not require specific vocational training. Employers are seeking basic elementary job skills such as reading, writing, math and a good work ethic. Many of the higher paying jobs in construction and mining require skills and training that take considerable time for prospective employees to become fully trained.

Nevada's Workforce Investment System, known as Nevada JobConnect (NJC), continues to address the challenges of serving a diverse population that is once again growing at a phenomenal pace. During program year 2003, the Nevada JobConnect system improved service delivery to businesses and job seekers by expanding the number of comprehensive one-stop offices in the state from two to five. A full array of employment and training services is also offered at five affiliate sites in rural Nevada, and through the NJC website located at [www.nevadajobconnect.com](http://www.nevadajobconnect.com). The state's Workforce Information System is also striving to become a customer driven system that meets the ever-changing information needs of state and local economic development agencies, Nevada businesses and the state's dynamic workforce by soliciting recommendations and direction from the state and local workforce boards.

## Governance and Nevada JobConnect System

Nevada 's State Workforce Investment Board (SWIB), also known as the Governor's Workforce Investment Board, has continued to expand its role and responsibility for the strategic planning and oversight of the Nevada JobConnect system.

The SWIB has established eight standing committees, each of which have 51% representation from Nevada businesses. These standing committees are:

Youth Council and Taskforce  
Chamber of Commerce Committee  
Governor's Reserve Budget Committee  
Marketing and Business Support Committee  
Legislative Committee  
Individual Training Accounts Workgroup  
Employment of Persons with Disabilities Committee  
Workforce Information Committee

These standing committees hold public meetings and prepare written reports, which are included in the board packets for SWIB meetings. Committee chairmen are asked to provide additional verbal comments to these written reports at the meeting. The SWIB chair entertains discussion regarding the reports from board members and other interested parties. All SWIB and standing committee meetings are open to the public and posted according to Nevada Revised Statute (NRS), Open Meeting Law (*NRS 241.020*).



**State of Nevada**  
**GOVERNOR'S WORKFORCE INVESTMENT BOARD**

<b>NAME</b>	<b>REPRESENTING</b>
Amodei, Senator Mark	Senate – No. Nevada Business – Law
Baez, Debra	Business – So. Nevada – Graphics & Design
Bahn, Michael	Business – No. Nevada – Technology
Baker, Birgit	Director, Department of Employment, Training & Rehabilitation
Bertoldi, Michael	Business – No Nevada – Electro-Tech
Brewer, Robert E.	Chair-SNWIB/Business – So. Nevada - Southwest Gas Corporation
Brower, Maureen	Office of the Governor
Brown, Mary-Ann	Youth – Children's Cabinet – No. Nevada
Carpenter, Assemblyman John C.	Assembly – No. Nevada/Business – Rural Nevada
Chairsell, Chris	Nevada's University and Community College System
Chowning, Assemblywoman Vonne	Assembly – So. Nevada/Business – So. Nevada
Clausen, Kirk V.	Chair, Nevadworks Council/Business – No. Nevada - Wells Fargo Bank
Egan, Pamela	Nevada State AFL/CIO
Forbes, Lee	Business – No. Nevada – Home Depot
Furman, Marc	Southwest Regional Council of Carpenters
Ghanem, Elizabeth	Business – So. Nevada – Law Firm
Hadfield, Robert	Nevada Association of Counties
Hunewill, Phyllis	LEO – No. Nevada Workforce Investment Board – Rural Nevada
Kelley, Kara	President, So. Nevada Chamber of Commerce/Business – So. Nevada
Lee, Richard	Business – No. and So. Nevada – First American Title Company
Martin, Leslie	Business – Rural Nevada
Mathews, Senator Bernice	Senator – No. Nevada/Business – No. Nevada
Rheault, Keith	Nevada Department of Education, Superintendent of Public Instruction
Millard, Dwight	Business – No. Nevada – Millard Construction
Nathan, Arthur (Chair)	Business – No. Nevada – Wynn Resorts
Palmer, Cass	Business – So. Nevada – Boyd Gaming
Peacock, Thomas	Education – Community College of So. Nevada
Peltyn, Michael	Business – So. Nevada/Gaming – Bellagio
Peyton, Jean	Persons with Disabilities
Shriver, Robert	Executive Director, Commission on Economic Development
Sorenson, Cameron	Business – No. Nevada – Manufacturing
Taylor, D.	Culinary Workers Union of Southern Nevada
Willden, Mike	Director, Department of Human Resources

## **Nevada JobConnect System**

Nevada's size and population present an interesting service delivery challenge for the state's workforce investment system. Nevada encompasses 110,540 square miles, seventeen counties, and a total population of approximately 2.3 million people. The population is mainly divided into the two major metropolitan areas – Reno/Sparks and the Las Vegas area – separated by 446 miles of terrain primarily consisting of sagebrush, sand, and rock.

Nevada's two local workforce boards, Nevadaworks and the Southern Nevada Workforce Investment Board, with the Department of Employment, Training and Rehabilitation as a key partner, provide employment and training services to all areas of the state through ten Nevada JobConnect offices.

Three comprehensive JobConnect offices located in the Las Vegas area serve a labor force of approximately 949,000. This local area continues to lead the nation in population and job growth. The two comprehensive JobConnect offices in the Reno/Sparks area are available to serve a labor force of nearly 210,000, with five affiliate one-stop centers serving those living in Nevada's rural communities.

The Nevada JobConnect statewide partnership involves a consortium of public and private organizations with the capacity and expertise to provide job readiness services essential to redirecting the unemployed, underemployed, and those receiving public assistance toward gainful employment with a livable wage. The partnership was formed with direction from Nevada's business community. As a result, the state and local boards recognize the needs of employers for more sophisticated and comprehensive services related to the recruitment, training, placement, and retention of skilled workers.

With the collaborative efforts of the JobConnect partners, the system is serving the needs of Nevada business and job seekers through innovative strategies that include business centers and computer training facilities reserved for employers at several of the comprehensive one-stop offices. The workforce boards have also been successful in raising the awareness of the role of the Nevada JobConnect system in linking economic and workforce development through active participation in the U.S. Department of Labor's (DOL) National Business Partnership for Jobs initiative. This effort, coordinated by DOL's Business Relations Group, connects national corporations with the public workforce system throughout the country. Successful partnerships in Nevada include Home Depot, CitiGroup, Health Care of America, Toys R Us, Manpower, Swift Transportation, Jiffy Lube, PETCO, Diamond Triumph Auto Glass, and Rainbow Apparel.

Through the leadership of the state's workforce boards, the Nevada JobConnect system is committed to being the first choice for employers looking for skilled workers, and the first stop for job seekers looking for employment.

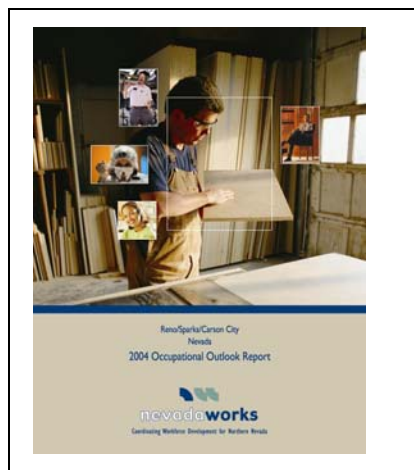




Nevadaworks service area includes the northern Nevada counties of Carson City, Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, and White Pine counties.

Nevadaworks coordinates workforce development to meet the needs of employers through a comprehensive network of workforce development initiatives. Coordination efforts include workforce and labor market areas that may have an impact on the workforce system in northern Nevada.

The workforce development network encompasses economic development and community based programs essential to the expansion, diversification, and retention of businesses in northern Nevada. Program service partners work directly with a diverse population of individuals who are seeking employment, skills upgrading, or are entering the workforce for the first time. Programs designed specifically for youth are integrated throughout the workforce development network, and are linked to the local areas economic, business, and educational systems.



Nevadaworks is an integral working partner in the statewide Nevada JobConnect system. The Nevadaworks JobConnect Consortium provides policy guidance and oversight of activities conducted through the Nevada JobConnect system in northern Nevada and manages the Nevada JobConnect Centers located in Reno and Sparks.

The Nevadaworks Board continues its role to coordinate workforce development through initiatives supporting employer needs for current, local labor market information, and programs addressing workforce shortages in health care occupations and construction trades.

Occupational Outlook Reports are updated annually with current data to provide local labor market information to employers, school districts, and economic development agencies.

## **Adult Services**

**Health Care Initiatives** - Nevadaworks established health care occupations as a demand occupational group. As a priority of service, a special service target group has been established to address the shortage of skilled health care workers.

Through partnership with the UNR Orvis School of Nursing, 24 clients completed a fast track nursing program in December 2003. Arte Nathan, Chair of the State Workforce Investment Board was the keynote speaker at the graduation ceremony.

"In just two years we have more than doubled our nursing enrollments. We are exceedingly grateful for the start that Nevadaworks gave us. It has truly made a difference to the health care workforce in Nevada."  
Jean L. Perry, Dean, Allied Health Services, University of Nevada Reno

Western Nevada Community College and Nevadaworks partnered to create and implement the Surgical Technician Program, which has achieved accreditation and will be offered as a continuing program as a result. Client enrollment and case management are conducted and coordinated through the Reno JobConnect Center.

**Construction Initiatives** - The Associated Builders and Contractors Residential Plumbing/Installer Pilot Program will provide individuals lacking high school diplomas with GED instruction and plumbing apprenticeship training. The Northern Nevada Carpenter's Joint Apprenticeship and Training Committee, Pilot Project will implement a Construction English as a Second Language training program.

Program providers under contract with Nevadaworks to provide WIA adult services include JOIN, Inc. throughout northern Nevada, with additional services being provided to target populations in the Reno/Sparks area by Disability Resources, Step 2 Lighthouse of the Sierra, and Career Choices.

### **Nevada Department of Corrections Construction Trades Program -**

The Construction Trades Program is designed to help adult minimum-security male offenders develop the skills necessary to obtain employment upon release and successfully transition back into the community. Participants develop construction skills through classroom instruction and hands-on training, build demonstration projects inside the prison facility, and contribute to Habitat for Humanity to build single-family dwellings. Builders who are members of the Builders Associations of Northern and Western Nevada provide valuable on-the-job construction work experience.

The men who complete the Construction Trades Program will leave the facility with marketable skills in the construction industry, with 480 hours of on-the-job work experience, a Work Readiness Certificate, an "employability portfolio" and a Construction Technology Certificate issued by WNCC.



## Dislocated Worker

JOIN, Inc., through the JobConnect affiliate sites located in Carson City, Fallon, Reno, Winnemucca, Ely, and Elko provide Dislocated Worker services throughout the balance of northern Nevada.

**Reno JobConnect Center** - The Reno JobConnect Center is the hub for employer services and dislocated worker initiatives. An on-site job fair was held for a major casino/hotel closure, impacting over 350 employees, where twenty employers accessed the many seasoned workers. For a closing blind manufacturer, JobConnect created a class to introduce very basic computer skills to those who had never used a personal computer. The Center often has two or three mini job fairs scheduled in a week, facilitating a connection between employers, dislocated workers and the general public.

## Sparks JobConnect Center

The Sparks JobConnect Center opened in March 2004, creating the second full service JobConnect Center in northern Nevada. ProNet, an organization tailored to the



professional dislocated worker, relocated to the Sparks JobConnect Center, bringing a new client base and professional workshops to the services offered on-site at the Sparks JobConnect Center. JOIN, Inc. and DETR programs and staff also relocated to fully integrate all WIA services through the Center.

The Sparks JobConnect Center is designed to be family friendly with the addition of the Kiddie Corral located near the 36-station resource center. The Kiddie Corral was dedicated to Myla Florence, the former

Director of the Department of Employment, Training and Rehabilitation.

**ProNet** - The ProNet program focuses on the concept that professionals networking with professionals will lead to employability skills refinement and increased employment opportunities.

Individuals, called members, receive a program orientation, assessment services, and a series of workshops designed specifically for the job-seeking professional. All ProNet members attend mandatory "Career Transition Strategies" workshops and general membership meetings where partner employers and agencies are often the guest speakers.

ProNet is a “once a member, always a member” organization. Members have lifetime access to all of the resources that are available during their period of participation. ProNet encourages members to stay involved by networking, continue teaching ProNet workshops to assist other members and grow professionally to advance their careers.

## **Youth Services**

**Construction Trades Initiatives** - The Construction Craft Laborer Program provided by Great Basin College and the Nevada Youth Training Center provides college credit to young men who are incarcerated at the residential correctional facility located just outside of Elko, Nevada. Students participate in community building projects while in training and earn competencies as they progress through the program resulting in a “certificate” as a construction craft laborer.

The Western Nevada Apprenticeship Coordinators Association (WACA) sponsors a number of construction apprenticeship programs. The Apprenticeship Recruitment Outreach Pilot Project provides recruitment and follow-up services for the apprenticeship trades programs targeting high school youth with the objective of recruiting new high school graduates and out of school youth, to enter the apprenticeship programs.

Program providers under contract with Nevadaworks to provide WIA youth services include JOIN, Inc. throughout northern Nevada, Academy for Career Education, the Boys & Girls Club of Mason Valley, Children’s Cabinet, Community Chest, and Bristlecone Family Resources - SageWind Campus.

**Boys & Girls Club Of Mason Valley** - The Leaders in Training (L.I.T.) Program is a 15-week series of activities that takes place at the Boys & Girls Club facility in downtown Yerington. The program focuses on Character and Leadership, Education and Career, and Health and Life-Skills. Youth attend workshops on personal wellness and hygiene, exhibiting good interpersonal relations, completing tasks effectively, and resume preparation. Each L.I.T. session has a Peer Leadership Camp where youth spend the entire weekend together as a team developing methods and techniques that will guide them in becoming productive adults.

“Andy joined ProNet after being laid off from the business he had formerly owned. Andy was a man with no company, no job, no income, very little in the bank, and a daughter in college. Andy immediately volunteered in the ProNet education department, conducted workshops while fine-tuning his own employability skills. Andy received training in real estate, successfully completed the Real Estate exam and, through the networking opportunities provided by ProNet, obtained a job with a national real estate firm. Andy continues to be a guest presenter for ProNet, giving back what was received to others faced with similar challenges.”

Mason Valley is a rural area where employment is a challenge for adult workers and the difficulty is compounded for teens. Through it's development of excellent working relationships with local business owners, the Boys & Girls Club of Mason Valley is able to offer teens who successfully complete the L.I.T. program job opportunities within the Club, with local businesses and referrals to Western Nevada Community College for career exploration.



Josh, an LIT participant, and the local Boys and Girls club "Youth of the Year," went on to participate in the state title competition which consisted of a speech, one-on-one interviews with the judges, and a round-table question and

answer segment. Josh was a top finisher at the state level and is pictured here with Governor Kenny Guinn.

## Nevadaworks Board

<b>Name</b>	<b>Board Position</b>	<b>Company</b>
Annis, Jim	Member – Business	Applied Staffing Solutions LLC
Bass, Bob	Member – Business	SBC
Bentley, Rich	Member – Business	TNT Logistics
Brandt, Joy	Member – Community Based Organization	Austin Chamber of Commerce
Brasfield, Tom	Member – Business	Personnel Services Inc.
Cassinelli, Dan	LEO – Commissioner	Humboldt County
Clark, Nathan	Member – Business/Education	Career College of Northern Nevada
Clausen, Kirk V.	Chair Nevadaworks Council – Business	Wells Fargo Bank
Coleman, Mick	Member – WIA Partner	Nevada Rehabilitation Division - DETR
Conkey, Gail	Member – Business	EDAWN
Curtis, Bernie	LEO – Commissioner	Douglas County
Darney, Alan	Member – Labor	No. NV Electrical Apprenticeship
deOliveira, Joe	Member – Business	amazon.com
Dugan, Kenneth	Member – WIA Partner	Sierra Nevada Job Corps Center
Durham, Keyth	Member – Business	Durham & Associates
Ellison, John	LEO – Commissioner	Elko County
Fox, Lawson	Member – Business	KTVN – Channel 2
Glenn, Valerie	Chair Elect Nevadaworks Council – Business	Rose Glenn Group
Hager Ph.D, James	Member – Ex-officio - Education	Washoe County School District
Holt, Kris	Member – Business	Grubb and Ellis NV Commercial Group
Hunewill, Phyllis	LEO Chair – WIA Partner	Lyon County
Jones, Cynthia	Member – WIA Partner	NV Employment Security Division – DETR
Kelley, Brad	LEO – Commissioner	Lander County
Kershaw, Bob	LEO – Commissioner	Storey County
Killpatrick Dr., Paul	Member – Education	Great Basin College
Kramer, Al	LEO – Treasurer	Carson City
Krugerud, Leland	Member – Business	Newmont Mining
Lees, Patricia	Member – Business	Nichols Consulting Engineers CHTD
Lucey, Ph.D, Carol	Ex-officio – Education	Western Nevada Community College
Mancebo, Roger	LEO – Commissioner	Pershing County
Miller, Wayne	Member – Community Based Organization/Business	Day Zimmermann Hawthorne Corp.
Nelson, Jim	Member – Business/Community Based Organization	Nevada Association of Employers
Newell, Vicki	Member – Education	Northern Nevada Literacy Council
Nichols, Bob	Member – Community Based Organization	White Pine Chamber of Commerce
Provost, Dave	LEO – Commissioner	White Pine County
Ed D. Reymus	Member – WIA Partner	Inter-Tribal Council of Nevada, Inc.
Philip Ringle	Ex-officio – Education	Truckee Meadow Community College
Robinson, Wayne	LEO Vice Chair – Commissioner	Eureka County
Roma, Gary	Member – Business	Nevada Cement

Shaw, Jim	LEO – Commissioner	Washoe County
Smith, Greg	Member – Labor	No. NV Operating Engineers
Thomas, Stan	Chair – Economic Development/Business	Sierra Pacific Power Co.
Wadlow, Kevin	LEO – Commissioner	Mineral County
Waite, Wayne	Member – WIA Partner	Housing & Urban Development
Washburn, Gwen	LEO – Commissioner	Churchill County
Wilson, Geoffrey	Member – Business	Club Cal Neva
Wilson, Lori	Member – WIA Partner	Nevada Department of HR – Welfare Division





The Southern Nevada Workforce Investment Board (SNWIB) has been designated by the Governor of the State of Nevada to ensure that Workforce Investment Act (WIA) services are delivered in the area comprised of the counties of Clark, Esmeralda, Lincoln, Nye, and the cities of Las Vegas, North Las Vegas, Henderson, and Boulder City.

The SNWIB oversees all WIA services and activities in Southern Nevada—as such, its role and responsibilities include: development of a local plan; management; policy making; program guidance; independent oversight; selection of employment and training service providers to deliver youth, adult and dislocated services; issuance of award of contracts through a competitive Request for Proposal process; and establishment of subrecipients' performance standards.

SNWIB has one of the most challenging objectives in the country, i.e., keeping pace with service delivery to the most dynamic metropolitan area in the nation—the Greater Las Vegas Area. With the fastest growing population, mushrooming construction industry, and all the attendant services necessary to the growth of people and business, SNWIB has been busy indeed.

Some of the challenges SNWIB faced this program year were those of quality service delivery to participants both in the Greater Las Vegas urban area as well as those in sparsely populated rural areas. Although economic recovery from the tragic events of 9/11 continued, a significant number of previously displaced workers are unable to earn wages equivalent to those prior to the aftermath of 9/11. Closures of two large casinos offered the challenge of rapid response and the opportunity to serve a population in need of quality WIA services.

During PY 2003, SNWIB streamlined its service delivery oversight by reducing the number of service providers. With reduced overhead and operating expenses, SNWIB increased the number of WIA participants served. Through its well-focused marketing campaign, SNWIB accommodated both jobseekers and businesses by showcasing WIA potential. Building on new partnerships with local businesses, SNWIB established employment linkages that benefited both businesses and jobseekers.



## Adult Services:

SNWIB urged its service providers to increase their outreach efforts to eligible adults seeking employment and training services. Of those served, at least 1,176 received unsubsidized employment.

In an effort to reduce recidivism among ex-offenders, SNWIB funded two special programs to assist previously incarcerated adults to reenter the workforce with marketable skills and achieve self-sufficiency. Delivered through the cities of Las Vegas and North Las Vegas, both programs aimed to prepare offenders with the job and life



skills necessary to become productive citizens. In partnership with Nevada's Department of Corrections, SNWIB sponsored an ex-offenders "Going Home Program." Also, SNWIB brokered an agreement with Alpine Steel, LLC, whereby inmates were provided sheet metal fabrication training, conducted on-site by Alpine Steel's instructors. Upon completion of training, and release from incarceration, ex-inmates were hired by Alpine Steel, LLC at prevailing wages for their work performed.

In response to Southern Nevada's severe shortage of healthcare workers, SNWIB partnered with Health Care of America (HCA) to prepare healthcare workers for long-term employment. Nationally, HCA has awarded \$5 million in grants and scholarships to adult workers. Las Vegas was designated as one of HCA's 16 target areas. Locally, HCA has agreed to supplement the SNWIB WIA funds with \$400,000 for WIA jobseekers' living stipends. This initiative stimulated interest in medical careers and provides an answer to Southern Nevada's nursing critical shortage. At the end of Program Year 2003, over \$80,000.00 of HCA funds had been used to provide living stipends up to \$6,000 to each participant.



SNWIB and its seven service providers' initiatives resulted in numerous success stories.

Mr. Michael Henry worked as a resort security guard, and after his layoff, could not find a job that paid enough to enable him and his family to become self-sufficient. Mr. Henry sought heating and air conditioning training through WestCare Nevada, Inc. He obtained certification and found his dream job in his newly chosen career field as a resort maintenance technician making \$50,000.00. He is soon to be promoted to assistant engineer with an annual salary of \$70,000.00.

Mr. Henry is just one example of many adults who seek WIA employment and training services to gain skills to help improve their quality of life.

## Dislocated Workers:

In continuing its oversight of dislocated worker services using National Emergency Grant (NEG) funds, the employment and training programs managed by the SNWIB proved invaluable in returning displaced workers to employment quickly. The closure of Binion's Horseshoe Hotel and Casino displaced approximately 900 workers in January 2004. According to the property owner, the closure was a direct result of the economic downturn caused by the 9/11 tragedy. As quoted in the *Las Vegas Review Journal* newspaper, Ms. Binion stated, "If there was one thing that cemented the Horseshoe's downward slide, it was the terrorist attacks of Sept. 11, 2001. To bring back visitors the Strip resorts lowered their room rates, which gave people an opportunity to stay on the Strip for the price of a downtown room." A request to serve Binion's Horseshoe displaced employees was forwarded to the State of Nevada Department Employment, Training and Rehabilitation for approval with a 9/11 National Emergency Grant (NEG) tie. The request was approved on January 28, 2004, and over 200 participants were dual enrolled in NEG and served under SNWIB's WIA dislocated worker programs.

In addition to Binion's Horseshoe closure, the closure of The Castaways Hotel and Casino created yet more displaced workers during PY2003. With notification of the Castaways Hotel and Casino closure, the SNWIB rallied its employment and training service providers to participate in a Rapid Response initiative to deliver employment and training services to approximately 800 laid-off Castaway employees. Along with those displaced workers from Binion's Horseshoe, the Castaways former employees were afforded the opportunity to attend specialized employment orientations located at Nevada Partners, Inc. The displaced workers were provided a full array of employment services provided by SNWIB service providers along with community service organizations and state agencies.

Almost no industry in the Southern Nevada Workforce Investment Area was spared from the impact of the stricken economy in displacing workers. SNWIB excelled in achieving all dislocated worker performance goals while addressing heavy layoffs in the area during PY2003. More dislocated workers were placed in unsubsidized jobs than ever since the implementation of the WIA, and businesses consistently sought and partnered with the SNWIB to answer the call of jobseekers' need for prompt, effective employment services.



## Youth Services:

SNWIB instituted a youth services lead agency concept, whereby Nevada Business Services, Inc., (NBSI) was chosen as the primary agency to deliver youth employment and training services. Under this new concept, SNWIB contracted to serve 400 more youth participants than the previous program year.

SNWIB's lead agency concept calls for youth services vendors to be qualified and approved for placement on a youth services vendors list. In developing youth individual service strategies (ISS), the lead agency, i.e., NBSI, chooses from approved vendors' specific services that fit participants' needs. With the exception of case management, follow-up and selected supportive services, youth services vendors deliver the ten required youth program elements.

In recognizing the intense need to address economically disadvantaged youth residing in low-income housing projects, SNWIB developed a special program to target those residing in the Buena Vista Springs Apartment complex. The program was designed to deliver work experience activities along with an aggressive educational component for youth to achieve high school diplomas or General Education Degrees (GED). NBSI, along with a faith-based youth services organization, GNJ Family Life Center, were selected to partner in the project to serve at least 75 youth with high expectations of achieving useful employment skills and becoming lifelong learners.

SNWIB continued its quest for the establishment of a Job Corps Center in Southern Nevada. In December 2003, members of the SNWIB Job Corps Taskforce team conducted a site visit in Philadelphia to review that area's Nonresidential Job Corps Center to learn how such a facility would work for Southern Nevada youth. The site visit should be beneficial as SNWIB moves forward in developing Southern Nevada's application for the establishment of a Job Corps Center. During the entire site visit, Philadelphia's Job Corps Center staff made sure that all questions and concerns were thoroughly answered. Based on occupation demands in Southern Nevada, and with verification from the business community, the Southern Nevada Job Corps Center Taskforce plans to pursue Job Corps skills and trades training in such areas as building construction, business management, health care and culinary arts.

**Southern Nevada Workforce Investment Board  
Local Elected Officials**

NAME BOARD POSITION	TITLE	COUNTY/CITY
Jack Clark	Councilman	City of Henderson
Mike Pacini	Councilman	Boulder City
William Robinson	Councilman	N. Las Vegas
Tommy Rowe	Commissioner	Lincoln County
Lawrence Weekly (Chair, LEO)	Councilman	City of Las Vegas
Candice Trummel	Commissioner	Nye County
Vacant	Commissioner	Clark County

**Southern Nevada Workforce Investment Board**

**Legend: O – One stop, E – Education, L – Labor, C – Community-based, D – Econ. Development, B - Business**

NAME BOARD POSITION	TITLE	COMPANY
Castle, Howard (O)	District Manager	NV BVR - DETR
Ross Whitacre (O)	Dpty Administrator	DETR
N. Lorell Bleak (E)	Superintendent	Lincoln County School District
Kathleen Frosini (E)	Director	Clark County School District
Melissa S. Scott (E)	Dir. Proj/Ops	UNLV
Dr. Wm. E. Roberts (E)	Supt. of Schools	Nye County School District
Dr. Rob't S. Palinchak (E)	VP - Acad.Affairs.	CCSN
Melissa Cozad (O)	Supervisor	Job Corps
Richard Arnold (O)	Executive Director	Las Vegas Indian Center
Leslie Ciski (O)	Community Builder	HUD
Jacqueline Phillips (O)	Director	AARP
Daniel Rose (L)	Coordinator	SN Central Labor Council
Dana Wiggins (L)	Dir. Labor Rltns	Associated General Contractors
Troy Ohlhausen (L)	Executive Director	SN Teamsters 631, Const. Training
Candace Ruisi (C)	Executive Director	Women's Development Center
Massey Gentry (C)		Clark County Ministerial Assn.
Mujahid Ramadan	Executive Director	
Bob Cooper (D)	Manager	Henderson Economic Development
Margarita V. Rebollal (D)	Executive Director	E. LV Development Community
Sandee Wyand (O)	Field Supervisor	NV Welfare Div.
Charles Darling, Sr. (B)	Board Chairman	Darcor Construction Co., Inc.
Willie Fields, Jr. (B)		N. LV Chamber of Commerce / Vegas Shoe Repair
John R. Gibson (B)	Chair/Pres./CEO	American Pacific Corporation
Robert E. Brewer (B)	Director	Southwest Gas Corporation
Winston Henderson (B)	President	Henderson Architects

Sidney Hendrickson (B)	Vice President	LV Chamber of Commerce
Matt Koschmann (B)	Executive Director	St. Rose Dominican Hospital
David Lee (B)	President	Taiwanese Chamber of Commerce
Bob Linden (B)	Pres./Gen. Mgr.	Shred-It Las Vegas
E. Louis Overstreet (B)	Executive Director	Urban Chamber of Commerce
Victor Thomas (B)	President	Thomas Enterprises
Edward M. Garcia (B)	Attorney	Jones Vargas
Dileep K. Dandge (B)	Manager	Test Engineering
Maureen Obritsch (B)	Community Mgr.	Cottages of Green Valley
Patricia Arriaga (B)	Vice President	Alco Landscape
Cornelius Eason (B)	President	Priority Staffing, USA
A. Somer Hollingsworth (B)	CEO, President	NV Development Authority
Bill Regenhardt (B)		
Chester Richardson (B)	Surveillance Mgr	Mandalay Bay Resorts
Barbara Robinson (B)		Nuance
Vicki M. Wenger (B)	VP HR	Cox Communications, Las Vegas
Elsie Simmons (B)	President	EMC Business Institute
Nancy Allf (B)	Attorney	Allf & Associates
Michael Chambliss (B)		CDI News & Gifts
Rose Kelly	President	Sugarshack
Ronna Timpa	CEO	Workplace ESL Solutions



## **Partnering for Nevadans**

### **Automated Data Systems**

Three One Stop Operating System (OSOS) implementation work groups: Policy and Procedure, Security, and Reporting, were created in PY 2003 to review implementation issues. When issues are resolved, they are then sent to the Executive Work Group for approval.

A new version of OSOS was implemented and plans for a second version were prepared. Version 3.1 was implemented in January 2004 with 13 new enhancements and 148 bug and documentation fixes. Plans for the implementation of Version 3.2 in July 2004, with 11 new enhancements and 196 bug and documentation fixes, were set in place. DETR's Automated Data Systems also executed a new version of DART (Data Analysis Report Tool), which provides new state reports for job seekers, veterans, transactions and job orders.

The adoption and use of the OSOS as the intake and reporting system across all One Stop programs continues to be a challenge, as does data conversion from old legacy partner records into OSOS once partners agree to use OSOS for data collection and reporting.

### **Business Partnership**

Nevada recognizes the importance of developing partnerships with business. This strategic approach adopts some of the modern marketing approaches as outlined by the National Business Engagement Consortium, which is funded by a grant from Employment & Training Administration.

Southern Nevada businesses welcomed a new outreach called the Business Services Consultant Program. Their mission is to offer the business community direct access to a full menu of NJC services. Business Service Consultants analyze, coordinate, and target resources especially to meet the needs of high growth industries.

In January 2004, the Reno JobConnect began hosting a quarterly business symposium called Business & Bagels. Businesses are invited to the JobConnect to discuss human resource issues and tour the facility. They are provided with a light breakfast and have the opportunity to learn how Nevada JobConnect can provide solutions to their problems, as well as discuss common issues with their peers. Industries included so

fare are: distribution centers, customer service and call centers, and plastic and metal fabricators. The symposium lasts 1-1.5 hours and has been well received in the employer community.

Nevada's National Business Partnership links large national employers such as Home Depot, Citigroup, Health Care of America, Inc. (HCA), and Manpower, Inc., with DOL, state agencies, and local workforce development boards in an effort to place qualified applicants in open positions through local workforce centers.

### **Career Enhancement Program**

The Career Enhancement Program (CEP) was created by the Nevada Legislature to "establish and administer an employment training program that must foster job creation, minimize unemployment costs of employer and meet the needs of employers for skilled workers by providing training to UI claimants and other unemployed persons." The program is funded by a .05% employer contribution of taxable wages paid.

Boys and Girls Clubs offer an environment dedicated to promoting leadership, character, good health, and career development of Nevada youth while emphasizing their cultural and educational growth. The Nevada Boys and Girls Clubs serve more than 14,000 youngsters statewide and are open year around. CEP provided funding for 73 youth Development Specialist trainees at various Boys and Girls Club's throughout the state. Upon completion of the 13-week training course, 50% were employed in full-time positions, and 31% returned to University or College to complete their degrees.

The Career Enhancement Program, in partnership with the Community College of Southern Nevada and the Salvation Army Adult Rehabilitation program, has continued to participate in providing culinary training to selected adults who are in the Salvation Army Adult Rehabilitation residential program. These are individuals who, prior to the admission in the rehabilitation program, were homeless and had serious substance abuse problems. This program has been a resounding success and has gained significant attention in the community. The graduation rate for participants in this program is 90% and 90% are placed in training related positions upon their graduation.

### **Department of Education, Carl D. Perkins Act**

The Carl D. Perkins Vocational and Applied Vocational Act (Perkins III), a one-stop partner, provided funding which enabled 48% of high school and community college students in Nevada to participate in at least one occupational course in PY 2003. That aids 49,157 high school and 29,059 community college students in acquiring skills that will enable them to become better employees. In Nevada, 3,854 test takers earned their GED (high school graduate equivalency) in calendar year 2003.

The Adult Education and Family Literacy Act, also a one-stop partner of the WIA Act, funds Adult Basic Education (ABE) programs that provide literacy services to Nevadans needing to develop or enhance basic skills. ABE served 7,601 participants in PY 2003.

DETR is the strongest active partner with the Nevada Department of Education (NDE) in the Statewide 18-24 Year Old Initiative, a collaborative program that targets 18 to 24-year-olds who have not completed high school. The purpose is to increase the high school completion rate by 10% each fiscal year. Nevada has one of the lowest percentages of 18-to-24-year-olds that complete high school in the nation.

A key component enabling the workforce and education collaborative system is that members and directors of various programs participate on the state and local workforce investment boards and subcommittees. The flow of communications goes both ways between policy and program to make the system work for Nevada's jobseekers and employers.

## **Displaced Homemaker**

Anyone who depended on another's income to provide for a "home" and finds herself *or himself* absent that support due to divorce, death, or separation can be defined as a "displaced homemaker." The Displaced Homemaker (DH) program, created in 1989 by the Nevada Legislature under NRS 388.605 to 388.655, is intended to provide training and employment search support so that person can become independent. A portion of the divorce fees in Nevada's 17 counties funds the program at Truckee Meadows Community College, HELP of Southern Nevada, and JOIN, Inc., which serves multiple Nevada counties.

A challenge for northern Nevada DH programs is in maintaining a continuous funding level to support the ongoing program. Yet there have been substantial successes. Two participants in the DH program have overcome significant adversity to becoming independent, confident of their abilities, and recognized nationally for their achievements. One has gone from a widowed housewife, barely able to speak English, to a full-time instructor at a community college. The other left an abusive marriage with no appreciable job skills. With her bachelor's and master's degrees (both 4.0 g.p.a.), she is now a licensed clinical social worker, working with mentally ill patients.

The challenge of southern Nevada is in the numbers. Though the budgets are far greater, so is the number of clients and potential clients. Providing the services for hundreds of referrals continues to challenge HELP of Southern Nevada. Yet one man in an interview with Workforce staff tearfully acknowledged that without HELP he would still be homeless in Las Vegas. He said he now has a job, an apartment, and volunteers at HELP on a regular basis to help others.

## **Immigration**

During 2003, Nevada has processed 1,249 permanent labor certifications, 34 temporary labor certifications, 19 temporary agricultural job orders, 718 wage determinations, and 35 housing inspections covering 1,123 workers.

A major priority for ETA on workforce system reform is to streamline the foreign labor certification process and assist states with the application backlog in the permanent



program. To achieve this objective, ETA is establishing two backlog reduction centers: one in Dallas, Texas, the other in Philadelphia, Pennsylvania. Nevada currently has a backlog of approximately 500 permanent foreign labor certification cases to process. 2005 will be a year of transition for the permanent labor certification functions as ETA will be removing backlogged permanent cases from the states and transferring them to the two federal backlog reduction centers. In addition, changes are being made to the ongoing permanent foreign labor certification program that will move the application processing activities from a state and federal partnership to a primarily federally operated program.

The greatest challenge Nevada faces is being unable to complete agricultural wage surveys due to lack of funding. A priority has been established to conduct surveys in the following six agricultural areas: onion, garlic, shepherders, vegetable, melon, and lawn turf.

### **Rapid Response**

Nevada continues to fine-tune the process in which it provides rapid, accurate, and user-friendly services to the affected businesses and workers of both Worker Adjustment and Retraining Notification (WARN) and non-WARN company closures and layoffs. Rapid Response activities should result in the affected worker finding employment faster and collecting fewer unemployment benefits in the process of regaining self-sufficiency. Nevada's Rapid Response Unit served a total of 83 employers and 5,739 affected workers during the Program Year 2003.

Southern Nevada NJC staff conducted Rapid Response presentations and participated in the local Culinary Union sponsored job fair for the 1,700 workers affected by the January 2004 closures of the Horseshoe and Castaways Casinos. The properties were severely affected by the slowdown in tourism that followed the September 11, 2001, terrorist attacks and the country's economic recession.

The greatest obstacle the Rapid Response Unit faces is obtaining complete and timely collection of notification information concerning an imminent closure or layoff. To meet this challenge, Nevada continues to stress to the business community the significance and positive benefits of providing services to all affected businesses and employees under WARN and non-WARN layoffs and closures.

### **Reemployment Service Program (RSP)**

Reemployment Service Program's (RSP) primary objective is to assist Unemployment Insurance (UI) claimants in returning to work more quickly, and shortening UI benefit duration by one week. To facilitate this, Nevada hired staff and developed automation to select and call claimants into the JobConnect offices. This allows staff to assist these claimants with their reemployment efforts.

RSP accomplishments for PY 2003 are still being evaluated and are due to Department of Labor September 30, 2004. PY 2002 results demonstrated that RSP-related activity reduced UI claimant receipt of benefits by 0.9 weeks when compared to the entire UI

claimant population which includes hiring hall union members, Temporarily Laid Offs (TLO), and interstate claimants. The reduction in length of benefits was 2.7 weeks when compared to the UI population, excluding hiring hall union members/TLO and interstate claimants.

Programming enhancements to the RSP selection process will enable VETS staff to provide priority of service to Nevada's Veterans receiving UI benefits. JobConnect staff will also be able to identify and select UI claimants affected by mass layoffs and business closures using the employer's UI account number as the selection criteria. This enables Rapid Response services to be offered to affected employees even when the employer is not required to notify the state through the WARN Act.

## **Trade Act**

Trade activity in Nevada declined substantially in Program Year 2003. Gold prices returned to a level that facilitated the re-opening of Nevada's mines, and numerous miners returned to their mining jobs.

One of the significant challenges Nevada faced in the Trade Act Program was finding employment for the miners at a salary that was near or surpassed the salary they received at the mines. Sending several of the mineworkers to lineman training was a significant Nevada workforce achievement. Upon completion of this type of training, a participant has every expectation of acquiring employment with a salary comparable to that of the mines.

In a continuous effort to improve Nevada's Trade Act program, a comprehensive policies and procedures guide was completed and distributed to all JobConnect offices. Intensive training on the policies and procedures was held for all TAA Representatives to improve case management and ensure successful outcomes. A serious challenge to creating the guides and training modules is the lack of final Trade Act Program regulations.

## **Unemployment Insurance**

Nevada's Unemployment Insurance (UI) realized several achievements by way of information technology (IT), even though the global demand for IT expertise makes it difficult to maintain an essential programming staff.

The first was the receipt of a federal grant to implement a crossmatch system with the Nevada Department of Motor Vehicles. This will help prevent persons using stolen identities from establishing UI claims. UI continues to work on consolidating integrity activities to detect fraud and abuse, recover overpayments, and enhance internal security efforts.

An interface was developed by which the Employment Security Division transmits employer information to the Nevada Department of Taxation for the purpose of implementing the new Modified Business Tax. Also, Phase I of the Contributions

Automated Reporting System was implemented, offering expanded filing options to employer via magnetic media. In a continuous effort to improve the relationship with Nevada's private business community, the state is exploring the use of a state e-payment engine.

Staff turnover continues to be a challenge as this prevents Nevada from achieving the Secretary of Labor's nonmonetary determination timeliness performance goals. Recruitment for additional adjudicators and bilingual employees is continuous.

## **Veterans Program**

The US Veterans Employment and Training Service (VETS) partnership with JobConnect, as well as Housing and Urban Development (HUD) and the Veterans Administration (VA) provides integrated services to the hard to serve veterans' population. The US VETS program provides transitional housing, substance abuse counseling, and job readiness training. Once the veteran has achieved stability in terms of sobriety, the Disabled Veteran Outreach Program (DVOP) is on-site to provide employment and training services through the JobConnect system.

In May 2004, Southern Nevada JobConnect hosted its first Homeless Veterans Stand Down. Twenty-five community partners assisted in putting this event together, including Senators Reid and Ensign's offices, Congresswoman Berkley's office, VA, City of Las Vegas, Veterans of Foreign Wars, US Veterans Initiative, and the Key Foundation Veterans Administration. Three hundred homeless veterans were served meals, haircuts, clothing, hygiene packets, medical and dental Services, VA Enrollments, housing, bus passes, identification assistance, and employment and training assistance. Nevada learned that a stronger marketing strategy is needed to reach the 3,000 homeless veterans in the community.

VETS staff is working closely with local union apprenticeships to place Veterans with the Union Pacific Railroad for the Reno Transportation Rail Access Corridor (RETRAK), a project to lower the railroad tracks that run through downtown Reno. They are also working in conjunction with the Department of Veterans Affairs, Compensated Work Therapy program to provide Disabled Veterans the opportunity to consider various types of vocations by placing the individual in temporary work experience positions.

Nevada continues to encourage improvement and modernization of employment, training, and placement services for veterans and develop new procedures that will insure all returning service members utilize the employment services available to them.

## **Vocational Rehabilitation**

The Vocational Rehabilitation Division is a full partner in the JobConnect system. The Rehabilitation Division's services are delivered by the Bureau of Vocational Rehabilitation (BVR) and the Bureau of Services to the Blind and Visually Impaired (BSBVI) housed in each of the JobConnect offices. To enhance collaboration across programs, the Rehabilitation Division's new electronic case management system

(RAISON) is designed to interface and utilize the information contained within the One Stop Operating System (OSOS).

Since December 2003, the Rehabilitation Division is being led by Michael T. "Mick" Coleman, Ed.D. He comes to the Division with a strong workforce development background and an understanding of the great potential of comprehensive service delivery in a One-Stop environment. He believes that this approach allows program professionals to "work smarter together" to improve accountability and employment outcomes.

### **Wagner-Peyser**

In January 2004, Southern Region JobConnect offices participated in the first job-seeker survey in the JobConnect offices. During this survey, each individual who walked into the office was polled to ascertain the type of work he/she was seeking. The results of this survey were then used to develop a profile of the types of work most in demand by walk-in customer in each of the three offices. This survey was the foundation from which JobQuest 1 and JobQuest II were launched. JobQuest I and JobQuest II involved saturation campaigns by Business Relations Consultants in geographic areas around the North Las Vegas JobConnect office and Maryland Parkway JobConnect office. The objective of JobQuest is to obtain job listings for the type of work that the job seeker survey indicates is most in demand by customers of the particular office. JobQuest I and II have been very successful. JobQuest I resulted in 313 job openings being listed with Job Bank with an average wage of \$9.79 per hour. JobQuest II resulted in staff obtaining 674 job openings with an average wage of \$10.09 per hour.

Static funding and an expanding workforce have challenged Nevada's labor exchange for more than 25 years. This has inspired Northern JobConnect offices to operate smarter. They have instituted a "swipe card" identity tracking system to eliminate registration bottlenecks. The system information is transferred to the AOSOS reporting system for follow-up to determine customer satisfaction, verify work history and employment objectives, and provide "labor market information" and/or referral. This enables staff to perform job matching and receive credit for entered employments. In May 2004, outreach services were expanded to include jobseekers that contact the UI Division to file an "unemployment claim." This has expanded our "labor pool" by twenty per cent. The Northern JobConnect has also improved services to employers by unsuppressing job order information on select orders. They offer employers the choice of screening for qualifications or enabling self-referral. This has cut referral time in half and increased placements. Employers in Reno and Sparks have increased the use of this procedure by 50% during the past year.

### **Work Opportunity Tax Credit**

The Work Opportunity Tax Credit (WOTC) was designed to provide incentive through tax credits to employers who hire individuals from target groups who have the most difficulty in securing employment. WOTC staff processed 8,623 requests for certification in PY 2003. In that same time period, 1,393 employer certifications were

issued. Of the 1,393 certifications issued, 82 were Welfare-to-Work only, 1,019 were WOTC only, and 292 were dual certifications. If these certifications were used to their maximum, the combination of the 1,019 WOTC only, and the 292 dual certifications represent a potential of more than \$3 million in tax credits, and the 82 WtW-only certifications represent a potential \$697 thousand in tax credits.

Adequate funding is necessary to properly administer the WOTC program. Additional staffing would improve the timelines in processing requests and providing needed technical assistance to employers. Because of funding constraints and program lapses every one to two years, it is very difficult to effectively market this program.

Efforts to improve the processing of certification requests are ongoing. Internal procedures are reviewed and revised as needed on an annual basis. The use of Internet E-mail is a possibility to lessen the need to sort mail and stuff envelopes. Establishing working agreements with other agencies will expedite the eligibility process by allowing access to that agency's data.

### **Worker Profiling & Reemployment Services (WPRS)**

Nevada's WPRS system selects UI claimants considered most likely to exhaust UI benefits. The program provides reemployment services to those claimants within a group setting co-facilitated by both Employment Security Division and Workforce Investment Act (WIA) Title I staff within Nevada's JobConnect offices. This collaboration accentuates the commitment and dedication to assist UI claimants in returning to the workforce. In PY 2003, 2,400 UI claimants were selected to participate and receive services at the WPRS group orientations.

Ongoing efforts to improve program operation include updating the WPRS statistical model, which will ensure that selected UI claimants are those most likely to exhaust UI benefits and considered "Dislocated."

## WIA Annual Report Data

State Name: NV

Program Year: 2003

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	76	84.5	1,636	3,078	3,078	53.2
Employers	83	81.2	1,164	1,424	1,424	81.7

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70	72.3	1,193
			1,651
Employment Retention Rate	80	79	1,487
			1,882
Earnings Change in Six Month	2,600	2,498	4,701,992
			1,882
Employment and Credential Rate	43	61.7	600
			973

**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	71.5	98	70.1	138	65.4	68	62.1	77
		137		197		104		124
Employment Retention Rate	82.2	139	75.6	136	79.2	80	77.7	94
		169		180		101		121
Earnings Change in Six Months	3,146	531,637	1,993	358,685	2,552	257,796	1,683	203,585
		169		180		101		121
Employment and Credential Rate	61.7	58	56.7	51	46.9	23	57.1	40
		94		90		49		70

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	73.7	569	71	624
		772		879
Employment Retention Rate	81.1	617	77.6	870
		761		1,121
Earnings Change in Six Months	3,270	2,488,123	1,975	2,213,869
		761		1,121

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78	78.2	823
			1,052
Employment Retention Rate	88	89.4	846
			946
Earnings Replacement in Six Months	89	89.5	11,305,964
			12,638,669
Employment and Credential Rate	45	68.8	477
			693

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	74.8	104	65.9	29	69.9	102	42.9	6
		139		44		146		14
Employment Retention Rate	89.1	122	91.2	31	89.6	103	90.9	10
		137		34		115		11
Earnings Replacement Rate	79	1,877,150	74.1	299,427	83.3	1,456,601	434.2	108,473
		2,377,418		403,824		1,748,512		24,983
Employment And Credential Rate	64.9	61	57.1	16	59.8	55	37.5	3
		94		28		92		8



**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
Entered Employment Rate	79.5	551	75.8	272
		693		359
Employment Retention Rate	91.9	547	85.2	299
		595		351
Earnings Replacement Rate	93.8	7,549,842	81.9	3,756,122
		8,052,066		4,586,603

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	62	65.1	136
			209
Employment Retention Rate	75	89.6	60
			67
Earnings Change in Six Months	2,800	3,813	255,453
			67
Credential Rate	26	42.5	99
			233

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	69	20	33.3	1	43.8	14	35.8	62
		29		3		32		173
Employment Retention Rate	100	9	0	0	83.3	10	91.1	51
		9		1		12		56
Earnings Change in Six Months	3,573	32,155	0	0	532	6,384	4,110	230,148
		9		1		12		56
Credential Rate	33.3	11	33.3	1	38.2	13	43.8	85
		33		3		34		194

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	76	77.7	1,801
			2,319
Diploma or Equivalent Attainment Rate	45	39.4	172
			437
Retention Rate	49	56.7	119
			210

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	74.2	302	88	565	63.2	265
		407		642		419
Diploma or Equivalent Attainment Rate	24.4	11	48.1	65	25.9	41
		45		135		158
Retention Rate	50	7	66	35	57.1	56
		14		53		98

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	76.7	1,297	3,146	5,323,573	2.9	32	3,750	4,158,829	70.4	273
		1,692		1,692		1,109		1,109		388
Dislocated Workers	87.9	786	91.2	11,227,246	2.8	22	5,929	4,612,756	68.2	283
		894		12,313,204		778		778		415
Older Youth	74.2	46	3,069	190,303	4.4	6	2,239	284,298		
		62		62		136		127		

**Table M: Participation Levels**

	Total Participants Served	Total Exiters
Adults	3,306	2,556
Dislocated Workers	1,868	1,391
Older Youth	325	328
Younger Youth	1,716	1,469

**Table N: Cost of Program Activities**

Program Activity			Total Federal Spending
Local Adults			\$4,344,995.00
Local Dislocated Workers			\$2,928,928.00
Local Youth			\$2,811,030.00
Rapid Response (up to 25%) 134 (a) (2) (A)			\$258,776.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)			\$90,465.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	MARKETING	\$55,571.00
		PILOT/INCUMBANT WORKER PROJECTS	\$0.00
		YOUTH ACTIVITIES	\$90,000.00
		ADMIN/MISC,	\$873,904.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
Total of All Federal Spending Listed Above			\$11,453,669.00

# WIA Annual Report Data

State Name: NV

Program Year: 2003

Table O: Summary of Participants

Local Area Name: SOUTHERN NV	Total Participants Served	Adults	2,632
		Dislocated Workers	1,431
		Older Youth	263
		Younger Youth	1,389
	Total Exiters	Adults	1,980
		Dislocated Workers	975
		Older Youth	271
		Younger Youth	1,125

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	83.9
	Employers	83	84.3
Entered Employment Rate	Adults	70	72
	Dislocated Workers	78	78.4
	Older Youth	62	65.1
Retention Rate	Adults	80	78.3
	Dislocated Workers	77	89.5
	Older Youth	75	83.7
	Younger Youth	49	43.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,600	2,385
	Dislocated Workers	89	91.9
	Older Youth (\$)	2,800	3,723
Credential / Diploma Rate	Adults	43	59.2
	Dislocated Workers	45	67.2
	Older Youth	26	42.6
	Younger Youth	45	29.6
Skill Attainment Rate	Younger Youth	76	77.7
Description of Other State Indicators of Performance			
Indicator Description		0	0
Indicator Description		0	0
Overall Status of Local Performance		Not Met	Met
		1	3
			Exceeded
			13

# WIA Annual Report Data

State Name: NV

Program Year: 2003

Table O: Summary of Participants

Local Area Name: NORTHERN NV	Total Participants Served	Adults	672
		Dislocated Workers	435
		Older Youth	62
		Younger Youth	327
	Total Exiters	Adults	575
		Dislocated Workers	414
		Older Youth	57
		Younger Youth	344

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	86.7
	Employers	83	80.3
Entered Employment Rate	Adults	70	73.2
	Dislocated Workers	78	78.2
	Older Youth	62	64.9
Retention Rate	Adults	80	82.5
	Dislocated Workers	88	89.3
	Older Youth	75	100
	Younger Youth	49	71.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,600	2,992
	Dislocated Workers	89	86.6
	Older Youth (\$)	2,800	3,974
Credential / Diploma Rate	Adults	43	66.6
	Dislocated Workers	45	71.5
	Older Youth	26	42
	Younger Youth	45	62.2
Skill Attainment Rate	Younger Youth	76	88.7
Description of Other State Indicators of Performance			
Indicator Description		0	0
Indicator Description		0	0
Overall Status of Local Performance		Not Met	Met
		0	2
			Exceeded
			15